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E.O. 12958: DECL: 09/15/2010

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SUBJECT: DUE DILIGENCE FOR THE SECRETARY OF STATE'S 2005
AWARD FOR CORPORATE EXCELLENCE: JORDAN NOMINATION

REF: STATE 165617

Classified By: CDA DAVID HALE FOR REASONS 1.4 (B), (D)

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PROPRIETARY INFORMATION.

1. (U) Embassy Amman's Country Team reaffirms our nomination of Cisco Systems for the Secretary's 2005 Award for Corporate Excellence. Cisco clearly excels in adhering to its core value of corporate social responsibility, and we are glad to respond to your request for further due diligence on the issues described in reftel. Thank you for your interest in Cisco Systems in Jordan as a model of corporate excellence.

2. (SBU/NF) Following answers are keyed to questions in paragraph 4 of reftel (repeated here):

A) Could there possibly be any downside or embarrassment caused by the selection of your post's nominee?

ANSWER: None that post is aware of. King Abdullah hosted Cisco CEO John Chambers at the Jordan ICT Forum in 2004; Chambers left a very positive impression with members of the ICT sector. Cisco has partnerships with two reputable information technology companies in Jordan -- Rubicon and Estarta -- in addition to offering its products through the retail market.

B) Do you have any information concerning job creation in the United States resulting from the operations of the company you nominated?

ANSWER: We do not have specific information, but note that worldwide, Cisco Systems employs over 37,000 individuals. The high-technology nature of the internet-protocol based networking technologies and services that Cisco offers - and the company's stable growth - are strong indicators that the company will continue to have a positive impact on job creation in the United States, either directly or through backward linkages and downstream businesses in the U.S.-based high-tech sector.

C) What is your assessment of the company's trade and investment activities with regard to helping stimulate economic growth in the U.S. and increasing American exports (what is the U.S. content of its products)?

ANSWER: Cisco Systems continues to have a significant presence in California, North Carolina, Texas, Virginia, and Massachusetts. Cisco Systems leverages partnerships globally to produce and export U.S. manufactures with high levels of U.S.-based intellectual property. The high-technology nature of its core business assures its role in making a strong contribution to U.S. economic growth.

D) What is the state of labor conditions in the company's facilities and are workers unionized?

ANSWER: In Jordan, Cisco's partners are considered to be model employers. The majority of employees in these firms are professionals; compensation is reportedly viewed to be higher than the local average. These employees are likely to be members of nationwide professional associations. Nothing would prevent workers in these companies from forming a union under the laws of Jordan. Worldwide, Cisco prides itself on its high level of employee relations and commitment to a diverse workforce in an inclusive work environment.

3. (SBU/NF) In response to reftel paragraph 5 on the alleged use of Cisco products for repressive measures, Post has no information at its disposal to indicate such use in Jordan or elsewhere. Computer equipment of all types is used in Jordan for legitimate purposes in the Global War on Terrorism. We believe that some Cisco IP systems may be used in cooperative efforts to pursue legitimate objectives regarding security in line with Jordanian and U.S. laws.

HALE